Serving perfect schedules with Pret A Manger

A famous fixture on the British high street, Pret A Manger has grown from its first store back in 1986 to become one of the country's most beloved brands. With its famous star emblazoned on shopfronts across the nation, 'Pret' has team members across 500 shops worldwide.

Ready to schedule

Still staying true to their ethos of freshly made food and good organic coffee, Pret's other focus has always been on superior customer service; ensuring they don't just deliver great experiences when they're quiet, but also during their busiest peaks.

Like many businesses, one of the best ways for Pret to achieve stellar customer service was through ensuring they had the right people, with the right skills, at the right time. But matching demand to labour was not easy, especially without the right software.

So, to really ramp up customer experience and drive operational efficiency, Rotageek's data-driven scheduling solution was a perfect fit. The idea was to use Rotageek to calculate the most effective mix of people and skills, giving Pret optimised staffing in their stores, especially when there were significant spikes in demand.

At your service

After successful trials and roll-out across Pret's UK and Hong Kong store estate, the results were clear. Rotageek can support better optimised, fair schedules that help match fluctuations in frequency with the right people to manage them.

"Rolling out Rotageek across all our shops has been hugely helpful in optimising our shop staffing," says Heidi Lang, Retail Technology Director.
"The Rotageek solution is a far more intelligent way of managing rotas, with the added benefits of service improvement."

> "Rotageek allows our General Managers in shops to plan their staff rotas more precisely, with greater insight into what skill sets they need on the floor during busy periods. This allows our GMs and their teams to focus on delivering great service to our customers."
>
> Mark Corney, Global Operations Development

Locations:
500

Deployed To:
U.K. and Hong Kong

Solution:
Autoscheduling

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